



Performance Measurement Worksheet (Output Example)

Output--specify a count of the amount of service participants or volunteers have completed, but do not provide information on benefits or other changes in the lives of participants and/or beneficiaries.

Intermediate-outcome--specify a change that has occurred in the lives of beneficiaries and/or participants, but is still short of a significant, lasting benefit to them.

End-outcome--specify a change that has occurred in the lives of beneficiaries and/or participants that is significant and lasting.

Category (Select one and put the performance measure number in the box)

Number (Select One)

☐ NEEDS AND SERVICE ACTIVITIES ☐ MEMBER DEVELOPMENT ☒ STRENGTHENING COMMUNITIES

☒ 1 ☐ 2 ☐ 3

Creating Performance Measures	EXAMPLE: OUTPUT
1. Identify the result you expect to achieve and label as output, intermediate outcome or end outcome.	OUTPUT: Ten program participants will recruit and train 50 volunteers to serve 96 hours each in the Housing Improvement Program during the program year. <i>Possible indicators: number of volunteers, number of hours of training provided, number of hours volunteers serve</i>
2. Describe how you will achieve this result.	Ten program participants will recruit and train 50 volunteers to serve 96 hours each (16 hours per month x 6 months) during the program year. The 96 hours will include one eight-hour training session to be held the first Saturday in October 2003. Beginning in November 2003, volunteers will spend 16 hours per month building and/or repairing houses in the community.
3. What data and instruments will you use to measure the results?	Volunteer logs
4. What are the targets that you expect to meet on this performance measure during the three-year grant period?	Year 1: 50 volunteers will be recruited and trained; at least 80% (40) will complete 96 volunteer hours. Year 2: 50 volunteers will be recruited and trained; at least 84% (42) will complete 96 volunteer hours. Year 3: 50 volunteers will be recruited and trained; at least 84% (42) will complete 96 volunteer hours.
5. Restate the complete performance measure by combining steps 1 and 4 above. This is your performance measure .	OUTPUT: In the first year, 10 program participants will recruit and train 50 volunteers to serve a total of 4,800 volunteer hours (96 hours each) with the Housing Improvement Program between October and April.
6. If you have data for this performance measure from prior years , report it here.	No data are available from previous years; this is the first year of the program.

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Performance Measurement Worksheet (Intermediate Outcome Example)

Output--specify a count of the amount of service participants or volunteers have completed, but do not provide information on benefits or other changes in the lives of participants and/or beneficiaries.

Intermediate-outcome--specify a change that has occurred in the lives of beneficiaries and/or participants, but is still short of a significant, lasting benefit to them.

End-outcome--specify a change that has occurred in the lives of beneficiaries and/or participants that is significant and lasting.

Category (Select one and put the performance measure number in the box)

Number (Select One)

☐ NEEDS AND SERVICE ACTIVITIES ☐ MEMBER DEVELOPMENT ☒ STRENGTHENING COMMUNITIES

☐ 1 ☒ 2 ☐ 3

Creating Performance Measures	EXAMPLE:
1. Identify the result you expect to achieve and label as output, intermediate outcome or end outcome.	INTERMEDIATE-OUTCOME: While working at the Housing Improvement Program, volunteers will gain an understanding that they can make a difference in their communities. <i>Possible indicators: attitudes indicating satisfaction, pride in community, self-esteem, self-efficacy</i>
2. Describe how you will achieve this result.	Volunteers who work at the Housing Improvement Program will learn new skills, work with other civic-minded members of the community, see the “finished product” of their labor, and have an opportunity to meet the grateful elderly citizens and low-income families whose homes they will be working on.
3. What data and instruments will you use to measure the results?	Volunteer Survey (to be completed at mid-year and the end of the year)
4. What are the targets that you expect to meet on this performance measure during the three-year grant period?	Year 1: 80% of the volunteers will report that their service made a significant contribution to the community by responding positively (“3” or higher on a 5-point scale) to at least 6 of 10 questions on a survey. Year 2: 85% of the volunteers will report that their service made a significant contribution to the community by responding positively (“3” or higher on a 5-point scale) to at least 6 of 10 questions on a survey. Year 3: 85% of the volunteers will report that their service made a significant contribution to the community by responding positively (“3” or higher on a 5-point scale) to at least 6 of 10 questions on a survey.
5. Restate the complete performance measure by combining steps 1 and 4 above. This is your performance measure .	INTERMEDIATE-OUTCOME: At least 80% of the volunteers at the Housing Improvement Program will indicate that they believe their service made a significant contribution to the community by responding positively (“3” or higher on a 5-point scale) to at least 6 of 10 questions on a survey.
6. If you have data for this performance measure from prior years , report it here.	No data is available for this performance measure.



Performance Measurement Worksheet (End Outcome Example)

Output--specify a count of the amount of service participants or volunteers have completed, but do not provide information on benefits or other changes in the lives of participants and/or beneficiaries.

Intermediate-outcome--specify a change that has occurred in the lives of beneficiaries and/or participants, but is still short of a significant, lasting benefit to them.

End-outcome--specify a change that has occurred in the lives of beneficiaries and/or participants that is significant and lasting.

Category (Select one and put the performance measure number in the box)

Number (Select One)

☐ NEEDS AND SERVICE ACTIVITIES ☐ MEMBER DEVELOPMENT ☒ STRENGTHENING COMMUNITIES

☐ 1 ☐ 2 ☒ 3

Creating Performance Measures	EXAMPLE:
1. Identify the result you expect to achieve and label as output, intermediate outcome or end outcome.	END OUTCOME: After their original six-month term is completed, volunteers will choose to continue to serve in the Housing Improvement Program or volunteer for another community service project. <i>Possible indicators: duration of time with Housing Improvement Program, number of community service hours beyond the original term</i>
2. Describe how you will achieve this result.	Volunteers will have learned new skills, met other volunteers, and helped disadvantaged neighbors (other community members) through their work on houses. Through these interactions and because of the rewarding experience, they will choose to continue with this service or volunteer with other projects.
3. What data and instruments will you use to measure the results?	Volunteer log Volunteer Telephone Interview (to be conducted one month after the six-month term ends, and again at the end of the program year)
4. What are the targets that you expect to meet on this indicator during the three-year grant period?	Year 1: After completion of six months with the Housing Improvement Program, 75% of the volunteers will either still be with the Program, or be volunteering at least 8 hours per month on another service project(s). Year 2: After completion of six months with the Housing Improvement Program, 80% of the volunteers will either still be with the Program, or be volunteering at least 8 hours per month on another service project(s). Year 3: After completion of six months with the Housing Improvement Program, 80% of the volunteers will either still be with the Program, or be volunteering at least 8 hours per month on another service project(s).
5. Restate the complete performance measure by combining steps 1 and 3 above. This is your performance measure .	END OUTCOME: After their original six-month term is completed, 75% of the volunteers will either still be with the Program, or be volunteering at least 8 hours per month on another service project(s).
6. If you have data for this target from prior years , report it here.	No data is available for this performance measure.